



Iowa Department of Human Services

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INFORMATIONAL LETTER NO.1809-MC-FFS

DATE: June 30, 2017

TO: Iowa Medicaid Targeted Case (TCM) Managers and Home- and Community-Based Services (HCBS) Case Managers (CM)

APPLIES TO: Managed Care (MC) and Fee-for-Service (FFS)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Provider-Initiated Termination from Participation with Iowa Medicaid

EFFECTIVE: Immediately

In response to the many changes that have happened with the Medicaid program in relation to TCM and CM services, two situations are occurring:

1. Some agencies have, or will, decide to no longer be enrolled with Iowa Medicaid as a TCM or CM provider.
2. Agency staff is no longer employed by that agency as the staff has accepted employment elsewhere.

Provider Termination of Service or Participation

All TCM and waiver providers that decide to either terminate enrollment to provide TCM or any particular waiver service, or decide to no longer be enrolled with Iowa Medicaid for any service, must notify the IME in writing of their decision. The notification must be very clear as to the scope of the termination:

- Example: a provider enrolled to provide both CM and home delivered meals decides to no longer be enrolled to provide CM. The notification to the IME must be very specific on the service that is to be terminated, not the entire provider enrollment.
- Example: a provider enrolled to provide both CM and home delivered meals decides to no longer be enrolled to provide either service. The notification to the IME must be very specific that the entire provider enrollment should be terminated.

Please note that all service and provider disenrollments will be communicated to the IA Health Link Managed Care Organizations (MCO). Providers wishing to remain enrolled with an MCO must continue enrollment with Iowa Medicaid. Enrollment with Iowa Medicaid is a requirement for enrollment with an MCO.

Form [470-5465](#)¹ (Provider Request to Terminate Enrollment) should be completed and submitted according to the directions contained in the form. The IME Provider Enrollment Unit can be reached at 800-338-7909 option 2 for additional assistance.

Staff No Longer Employed by an Agency

When TCM or CM staff leaves agency employment for any reason, they must be removed from ISIS by the agency through notification to the IME ISIS Helpdesk. Agencies must complete the ISIS Security Form to change ISIS enrollment for ex-staff. Please contact the ISIS Helpdesk for assistance with the form or to determine if all ex-staff have been appropriately removed from ISIS. At this time we are asking all TCM and CM agencies to review their records to ensure all ex-staff have been removed from ISIS enrollment through their agency. This would also be a good time for agencies to ensure that the IME has the correct email addresses and phone numbers for all current ISIS users with the agency. The ISIS Helpdesk can be reached at 800-338-7909 option 4.

Failure to remove staff from ISIS may cause new waiver applicants to be assigned to that staff. Staff appearing in ISIS is assumed to be available for case assignment and member assistance.

If you have any questions about the information contained in this Informational Letter, please contact Provider Enrollment or the ISIS Helpdesk at the phone numbers provided in this letter.

¹ <https://dhs.iowa.gov/sites/default/files/470-5465.pdf>